

Public Works

City of Newton Performance Management
October 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has gone up since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has gone down since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.					
		% of projects under budget	100	100	0
		% of projects on schedule	84	90	6
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.					
		Total water meters installed	21289	20768	521
		Incidences of water contamination reaching unsafe levels	0	0	0
3. Provide sewerage removal and stormwater management.					
		% of water/sewer requests resolved within 24 hours	100	100	0
4. Maintain public streets and sidewalks in a safe and passable condition.					
		% of streetlamps repaired within 14 days of receipt	92	90	2
		Streetlamp repair backlog	127	100	27
		% of potholes repaired within 2 business days	82	95	13
		% of street repaves made within 5 days of schedule	100	100	0
		% of sidewalks made safe within 5 days	81	95	14
		Backlog of sidewalk repair requests	505	290	215
5. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.					
		% of trash pickups made on time without issue	99.91	99.50	0.41
		Trash tonnage (total)	1,941	1,910	31
		% of recycling pickups made on time without issue	99.96	99.50	0.46
		Recycling tonnage (curbside only)	1,012	859	153
		Curbside recycling % of total tonnage	34	35	1
		% of yard waste pickups made on time without issue	99.97	99.80	0
6. Provide emergency response for snow, rain, winds, and other emergency situations.					
		% of snow related requests resolved within 48 hours of the end of the storm		N/A	

Notes

Trash and Recycling tonnage data comes from the month prior to the reporting period.